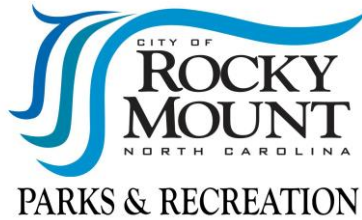


PARKS & RECREATION DIVISION OF SENIOR PROGRAMS



VOLUNTEER HANDBOOK



Welcome to the City of Rocky Mount Parks & Recreation Department and more specifically the Division of Senior Programs!

We are pleased you have decided to get involved with our volunteer program. You will be a part of a very exciting group that makes great things happen within our organization and the entire Rocky Mount community.

Volunteers are a key part of our organization and serve in a number of roles including front desk receptionist, office aide, class instructor, special event/program assistant, and other great positions. Each year volunteers serve in excess of 1500 hours.

Thank you for your willingness to get involved and make a difference in the Division of Senior Programs and the Rocky Mount Senior Center. Please be sure to identify any specific skills or areas of interest so that your volunteer experience is beneficial to you and the organization. We look forward to a successful working relationship!!

Sincerely,

Alex Langley
Senior Center Manager



Mission, Vision, and Values

As part of the City of Rocky Mount and its Park's & Recreation Department, the Senior Programs Division and the Senior Center are guided by the mission and values set forth by these parent organizations. Additional information on the City of Rocky Mount and the Parks & Recreation Department can be found at www.rockymountnc.gov or www.rockymountnc.gov/parks

Vision

City, Department, and Division

To excel in municipal service, performance, and innovation

Mission

City of Rocky Mount

To advance community well-being, safety, and quality of life by delivering excellent municipal services

Department & Division

To advance quality of life by providing positive, inclusive experiences through people, parks, and programs

As a part of this department and its mission, the Senior Programs Division oversees the operations of the Senior Center and provides health and safety information, educational opportunities, leisure recreational activities, and referral services for participants age 55 and older in the local community.

Values

City of Rocky Mount

- *Customer Centered Service* – We provide responsive, equitable, and courteous service to our citizens
 - *Professionalism* – We use our knowledge, skills, and abilities with integrity and dedication
 - *Respect* – We treat each other and our community with acceptance and understanding
 - *Teamwork and Leadership* – We work together to achieve the mission of our organization
- *Supportive Work Environment* – We value our employees and provide the resources they need to be successful

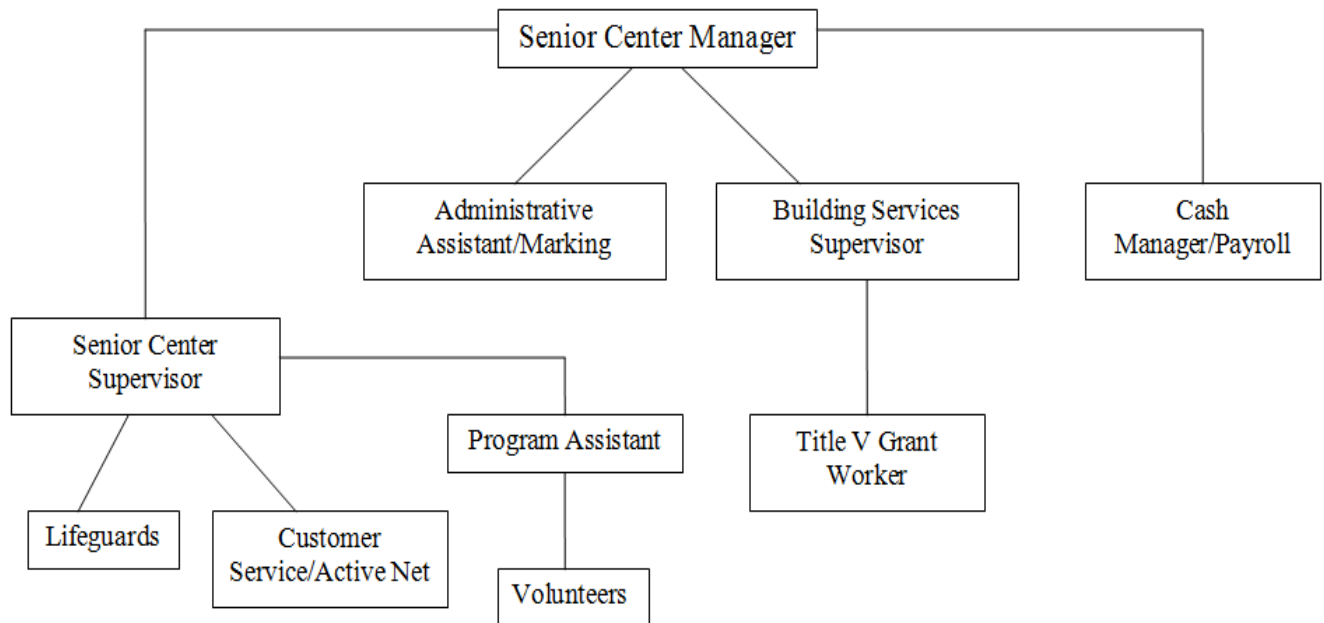
Department and Division

The acronym I.D.E.A represents four core values which will guide our future decisions, business, and operations; as well as, the manner in which the Rocky Mount Parks & Recreation Department (including Division of Senior Programs) will treat staff, customers, and the community.

- *Innovative* – We are open to new ideas, new ways of doing things, and new ways to reach our community
- *Dynamic* – We provide dynamic experiences that encourage healthy living and human development for all ages and abilities.
 - *Engaged* – We are engaged with our customers, our partners, and our community.
- *Aware* – We promote environmental awareness through the use of earth-friendly materials, recycling and conservation practices.



Staff Organization Chart City of Rocky Mount Senior Center



Programs and Services

- **Health/Wellness**

Low-Impact/Chair Aerobics, Aqua Zumba, Line Dancing, Fitness Center, Water Aerobics, Lap Swimming, various Health Screenings, and Senior Health Insurance Information Program (SHIIP).

- **Day and Overnight Trips**

Various locations such as Blue Ridge Mountains, aquariums, museums, novelty shops, restaurants, farmer's market, beaches, and casino boats just to name a few.

- **Special Events**

Annual and seasonal events such as Christmas Lights Tour, Christmas Gala Luncheon, Ice Cream Social, Dinner Theatre, Dances, New Years Party, Unity Luncheon, Veterans' Luncheon, Senior Tea Party, Senior Day at the Mall, National Senior Health & Fitness Day and many more.

- **Athletics Leagues and Tournaments**

Softball, Bowling, Billiards and the Down East Senior Games

- **Educational Classes/Workshops**

Scam Alerts, Computer Classes, Tax Workshops, and Arts & Crafts Classes.

- **Drop-in/Informal Recreation Activities**

Walking, computer lab, library, horseshoe, shuffle board, TV/Lounge, Bingo, cards, and puzzles.

- **Senior Clubs**

As part of our commitment to being a “center without borders” the division serves as a liaison to several local clubs for individuals 55 or older. Joining a club is a great way to meet new people, socialize, and learn about senior issues and happenings. Clubs usually meet once a month. For more information contact the Senior Center.

- **Information and Referral Service**

For all Senior Adults to various other services located in surrounding area.

Volunteer Program Description

Purpose

The purpose of the Division of Senior Programs/Senior Center Volunteer Program is to establish a volunteer program to effectively enable community involvement in the implementation and coordination of various division programs, to assist in the daily operation and management of senior center, to assist staff in meeting ever increasing service demands, and to advance the quality of life for senior adults (volunteers and program participants).

The volunteer program will be administered within the Division of Senior Programs by the Volunteer Coordinator. This person shall be responsible for the organization, planning, implementation and on-going evaluation of the Volunteer Program. The Volunteer Coordinator shall serve as a liaison to match the needs of volunteers to the needs of the various areas within the Division of Senior Programs.

Definition of a Volunteer

“Any person offering to give or perform services without expectation of monetary compensation”

Structure of the Program

The Volunteer Coordinator is primarily responsible for developing and implementing strategies for recruiting volunteers. However, all staff and existing volunteers can assist by promoting volunteer opportunities available when in contact with the public.

Any person interested in volunteering on a continuous, on-going, on call or special project basis must complete a volunteer application and an Interest Checklist and submit it to the Volunteer Coordinator.

The volunteer coordinator will review the application, check references and contact applicants within three weeks to set up a screening interview.

Once the applicant is interviewed and selected for a volunteer assignment he/she shall be notified by the Volunteer Coordinator and offered the assignment. If the applicant accepts, the applicant will be scheduled for a volunteer orientation with the Volunteer Coordinator or other designated division staff member within two weeks confirming the volunteer's assignment.

Volunteer Orientation

A formal orientation session will be offered for new volunteers. The orientation may be presented by the Volunteer Coordinator or another staff person. The purpose of the volunteer orientation will be to introduce new volunteers to familiarize them with the Senior Center's mission statement and organizational structure, to explain the importance and the role of the volunteers within the Senior Center, to discuss volunteer opportunities and recognition, and to answer questions.

Volunteer Time Sheets

On-going volunteers should turn in monthly volunteer time sheets. The time sheet verifies the date/time the volunteer worked. Volunteers not on an on-going basis should record their volunteer hours at the receptionist desk indicating the date/time and purpose of volunteering.

Volunteer Meetings/In-Service Training

Meetings are held quarterly to update volunteers on all division changes and information and to serve as in service training as needed.

Volunteer Recognition

Recognizing our volunteers is extremely important and we do so throughout the year. We have feature a “Senior Spotlight” in our quarterly news letter that recognizes one volunteer in particular for their commitment to us. We also have a Volunteer Luncheon in which we serve a meal and recognize our volunteers for their hard work. This includes the number of hours served by individual volunteers and the presentation of the Cathy Oxendine Volunteer of the Year Award.

Volunteer Rules of Conduct

All volunteers should act professionally and in the best interest of the City of Rocky Mount, the Parks & Recreation Department, and the Senior Programs Division at all times. Disciplinary action will result for unprofessional or unsatisfactory conduct. Such conduct includes, but it not limited to:

1. Insubordination or dishonesty
2. Discourteous or abusive language or conduct towards co-workers or anyone else whom you come in contact with while volunteering for the City of Rocky Mount.
3. Unauthorized disclosure of confidential information.
4. Falsifying documents or records, including applications.
5. Misusing City equipment or taking it off the premises without prior permission.
6. Stealing property, or theft of any nature.
7. Violating the City of Rocky Mount Drug/Alcohol, smoking, non-disclosure, harassment or Safety policies.
8. The policy on bringing firearms or weapons onto city property can be reviewed in the City of Rocky Mount Personnel Policy Manual.
9. Conduct unbecoming of a City of Rocky Mount representative.
10. Performance that does not meet position’s requirements.
11. Misusing, destroying or purposely damaging any property of any City employee.
12. Your regular, daily attendance is essential to our business. You are expected to notify staff as soon as possible, but no later than your scheduled starting time, each day you are going to be absent or late for work.

CONTACT WITH INVESTIGATORS, MEDIA, LAWYERS, PROCESS SERVERS

If a lawyer, investigator, process server or media representative contacts you, inform staff immediately. The Senior Center Manager or his/her designee will determine appropriate actions. No statements should be made.

NONDISCLOSURE OF CONFIDENTIAL INFORMATION

As volunteer, you will have access to certain confidential and proprietary information about participants, which if disclosed to unauthorized persons could harm our business. Therefore, as a volunteer, you must not converse, disclose, discuss, gossip or otherwise deal with confidential information so as to intentionally or inadvertently disclose it to anyone, inside or outside the City of Rocky Mount, unless otherwise advised by the division staff.

CONFLICTS OF INTEREST

You are to avoid placing yourself in a position that may; create or lead to a conflict of interest or the appearance of one. Volunteers are prohibited from engaging in any outside business activity, financial relationship or investment that conflicts with our interests, competes with us, or may interfere with their responsibilities.

PERSONAL APPEARANCE

We expect you to dress and groom in a neat and professional manner consistent with your volunteer position. Staff is expected to inform volunteers if unacceptable dress or grooming is not being maintained.

CHAIN OF COMMAND & GRIEVANCE PROCEDURES

All Volunteers report to the Volunteer Coordinator or staff in their respective work areas. More details about the Grievance procedure can be found in the City of Rocky Mount's Personnel Policy in Chapter 16.

PERSONAL USE OF TELEPHONES, EQUIPMENT AND SUPPLIES

Telephones, copiers, postage and the like are for business use and should not be used for personal matters. We ask for your cooperation in limiting personal phone calls to emergencies or essential personal business, and in keeping them as brief as possible.

TELEPHONE ETIQUETTE

Remember that callers receive a lasting impression of the City of Rocky Mount the minute you pick up the phone and from the way you handle their calls and concerns. Always be courteous, identify yourself and the facility in which you are taking the call from (EXAMPLE: "Good afternoon, City of Rocky Mount Senior Center. This is Mary speaking. How may I help you?"). Do not accept collect calls.

WEAPONS

All volunteers are prohibited from bringing weapons onto our premises. Volunteers are prohibited from having weapons readily accessible off premises, for instance, in a vehicle driven to work. This policy applies to weapons of all kinds, including guns and knives, and to related paraphernalia such as ammunition. The policy on bringing firearms or weapons onto city property can be reviewed in the City of Rocky Mount Personnel Policy Manual.

PROTECTION FROM DISCRIMINATION

Rocky Mount Senior Center prohibits discrimination against and harassment of any employee or any applicant for volunteer opportunities because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status (special disabled veterans, disabled veterans and Vietnam-era veterans), or any other characteristic protected under applicable federal or state law. All personnel who are responsible for hiring and promoting volunteers and for the development and implementation of facility programs or activities are charged to support this effort and to respond promptly and appropriately to any concerns that are brought to their attention.

HARASSMENT, INCLUDING SEXUAL HARASSMENT

Mutual respect is the core of any good working relationship. Harassment of your co-workers, on the job and off, including derogatory comments about race, sex, disability, offensive sexual comments, jokes and innuendoes, requests for sexual favors and unwelcome sexual advances, is strictly prohibited.

If at anytime you believe that you have been subjected to harassment or unlawful discrimination, you must immediately notify staff. All complaints will be thoroughly investigated. Although we only involve those who are necessary to the investigation, we cannot, for obvious reasons, promise complete confidentiality. We will not permit retaliation against anyone for making a complaint of cooperating with an investigation in good faith.

Any volunteer who engages in harassment or unlawful discrimination, or who make a bad faith complaint, will be appropriately disciplined.

For additional information regarding the Harassment/Bullying Avoidance Policy, please refer to the City of Rocky Mount's Personnel Policy Manual, Chapter 9.60-9.64.

DRUG-FREE WORKPLACE

We are committed to providing a safe work place for all Senior Center volunteers and employees. Our Drug-Free Workplace Policy prohibits the possession, sale distribution or use of illegal drugs on or off the job. The illegal use, sale or possession of alcohol, drug or controlled substance while on City time or property will subject the volunteer to corrective action, up to and including possible termination/removal from volunteering.

SAFETY AND EMERGENCY PROCEDURES

Please refer to the Senior Center's Emergency Action Plan Booklet at the front desk. Responsibilities for volunteers during an emergency generally include notifying proper staff when an emergency situation is discovered, contacting 9-9-1-1 is directed to do so, and communicating with/directing emergency personnel (upon their arrival), to the proper location of an emergency in facility. The non-emergency phone number is: (252) 972-1414.

Volunteer Position Descriptions

Position Title: Receptionist

Work Location: Rocky Mount Senior Center, 427 S. Church Street, Rocky Mount, NC

Purpose: To assist in the daily operation of the senior center.

Responsibilities and Duties: to assist in the daily operation of the senior center, serve as receptionist, office aide, assist in certain programs/special events, and to enhance the quality of life for senior adults.

Qualifications: Pleasant and friendly, outgoing; likes to work with seniors

Time Commitment: Varies according to your schedule and time slots available

Reports to: Sylvia Sharpe, Program Assistant

Training: Training will be provided by Senior Center Staff or designee.

Position Title: Fitness Center Attendant

Work Location: Rocky Mount Senior Center, 427 S. Church Street, Rocky Mount, NC

Purpose: To provide participants with orientation in the fitness center; assist in helping with use of fitness equipment; answering questions or concerns.

Responsibilities and Duties: Will assist participants in fitness training, personal training as needed, fitness programs and upkeep of cleanliness of fitness center and equipment.

Qualifications: Pleasant and friendly; knowledge of fitness equipment and special needs of participants.

Time Commitment: Ongoing during fitness center hours,

Reports to: Julie Watson, Senior Center Supervisor.

Training: Training will be provided by designee on the procedures and rules of the Fitness center.

Volunteer Position Descriptions Continued

Position Title: Special Event Assistant

Work Location: Rocky Mount Senior Center

Purpose: To assist with Special Events/Programs throughout the year

Responsibilities and Duties: Will assist with events by helping with set-up, activities, food and clean up.

Qualifications: Friendly, positive attitude and able to physically help with events,

Time Commitment: varies depending on event.

Reports to: Senior Center Staff responsible for event/program.

Training: Will be provided during the meeting prior to event.

Position Title: Intern (Fitness Center Attendant, Wellness Program Assistant, etc.)

Work Location: Rocky Mount Senior Center

Purpose: Provide real world experiences.

Responsibilities and Duties: Learn aspects of providing balanced set of programming that meet the needs of older adults that includes: fitness/wellness, special events, athletic leagues, educational workshops, trips, and various other recreational/leisure activities. Each intern will be evaluated on an individual basis to determine their specific responsibilities and duties according to their degree, experience, and interests.

Qualifications: Friendly, positive, and professional attitude. CPR/AED/First Aid Certification is preferred.

Time Commitment: 4-8 hours per week

Reports to: Senior Center Manager, Internship Supervisor, and any Senior Center Staff that is responsible for event that the intern is helping with.

Training: Will be provided during the meeting prior to the start of internship.



Rocky Mount Senior Center
 427 S. Church Street • Rocky Mount, NC 27804 • (252)
 972-1152

Name: (Last) _____ (First) _____ Date: _____

Address: _____

Telephone: _____ / _____ / _____
Area City Area Zip
Home Work Cell

Date of Birth: _____ Email Address: _____

Areas of Interest/Expertise (Check all that apply)

- Receptionist Substitute Receptionist Library Special Events
 Fitness
 Instructor (please specify) _____
 Other (please specify): _____

Please specify time and days you will be able to volunteer: _____

(For Receptionist/Sub-Receptionist SEE BELOW)

For Receptionist/Sub-receptionist ONLY. Please specify time and days you will be able to volunteer: PLEASE CIRCLE YOUR CHOICE(S)				
Monday	Tuesday	Wednesday	Thursday	Friday
9:00 - 12:00	9:00 - 12:00	9:00 - 12:00	9:00 - 12:00	9:00 - 12:00
12:00 - 3:00	12:00 - 3:00	12:00 - 3:00	12:00 - 3:00	12:00 - 3:00
Can you be called at last minute notice? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, how much notice do you prefer? <input type="checkbox"/> 1-2 days <input type="checkbox"/> 2-3 days <input type="checkbox"/> 1 Week <input type="checkbox"/> Other _____				

If volunteer work is related to college/internship, please indicate expectation: _____

Do you have reliable transportation? Yes No

Do you have physical restrictions that might limit the volunteer task you can do? Yes No

If Yes Explain: _____

Emergency contact information:

Name _____ Relationship _____ Phone _____

Name _____ Relationship _____ Phone _____

Signature _____ Date: _____